

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY ASSURANCE LIAISONS' MEETING MINUTES  
MONDAY – FEBRUARY 8, 2016**

|                                  |  |  |   |  |                  |
|----------------------------------|--|--|---|--|------------------|
| <b>Attendees</b>                 | <p>Agnieszka Medina<br/>Allen Pouravanes<br/>Antonio Banuelos<br/>Belinda Ankrah<br/>Bertrand Levesque<br/>Brad Bryant<br/>Caesar Moreno<br/>Charles Onunkwo<br/>David Tavlin<br/>Debi Berzon Leitelt<br/>Debra Mahoney<br/>Elida Lambrechts<br/>Elizabeth Dandino<br/>Elizabeth Pak</p>                                 | <p>Emily Ramos<br/>Ericka Rivera<br/>Gail Blesi<br/>Gassia Ekizian<br/>Geraldine Gomez<br/>Greg Tchakmakjian<br/>Isidoro Gonzalez<br/>Jennifer Hallman<br/>Jessica Walters<br/>Juanita Olivas<br/>Karina Vasquez<br/>Kim Kieu<br/>Kimber Salvaggio<br/>Lisa Harvey</p> | <p>Marc Borkheim<br/>Mary Camacho Fuentes<br/>Michele Munde<br/>Michelle Rittel<br/>Michelle Young-Sambajon<br/>Misty Aronoff<br/>Monika Johnson<br/>Nikki Collier<br/>Randolph Faveau<br/>Rhiannon DeCarlo<br/>Robin Washington<br/>Sonya Wangpuchakane<br/>Susan Cozolino</p> |  |                  |
| <b>Agenda Item</b>               | <b>Discussion and Findings</b>   |  |   | <b>Decisions<br/>Recommendations<br/>Actions Tasks</b> | <b>Presenter</b> |
| <b>Call to Order</b>             | Meeting was called to order at 10:40 a.m.  |  |   |  | Brad Bryant      |
| <b>Introductions</b>             | Attendees introduced themselves  |  |   |  | Brad Bryant      |
| <b>Minutes</b>                   | The minutes were approved by Bertrand Levesque and seconded by Michelle Rittel.  |  |   |  | Brad Bryant      |
| <b>Announcements</b>             | • New Training Coordinator: Michelle Young-Sambajon  |  |   |  | Brad Bryant      |
| <b>Audits/Reviews</b>            | <p>Auditor Controller:</p> <ul style="list-style-type: none"> <li>○ 1/12 Stirling Behavioral Health</li> <li>○ 1/26 Topanga West Guest Home</li> <li>○ 2/23 Para Los Ninos</li> </ul> <p>Moss Levy:</p> <ul style="list-style-type: none"> <li>○ None</li> </ul>   |  |   |  | Brad Bryant      |
| <b>Medi-Cal Cert. Section</b>    | None   |  |   |  | Brad Bryant      |
| <b>State DHCS Updates</b>        | State System Review begins today   |  |   |  | Brad Bryant      |
| <b>Training &amp; Operations</b> | <p><b>Schedule of Trainings and Presentations</b></p> <ul style="list-style-type: none"> <li>• The training schedule was distributed <ul style="list-style-type: none"> <li>○ The Psychiatric Diagnostic Interview trainings are open for registration</li> <li>○ Update QA Reports and Protocols</li> </ul> </li> </ul> |  |   |  | Nikki Collier    |

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|   | <p><b>DO Updated QA Process Reminder:</b></p> <ul style="list-style-type: none"> <li>• There are 134 DO programs. Only 55 have submitted their QA processes.</li> <li>• There are 127 LE providers. 101 have submitted their QA protocols/reports.</li> <li>• Final reminder will be sent out to DO Program Heads stating QA processes were due December 31, 2015</li> <li>• <b>DO Quarterly Monitoring Report Reminder:</b><br/>Fourth quarter monitoring reports were due January 15.</li> </ul>  |  |                  |
| <b>Policy and Technical Development</b> | <p><b>Policy and Technical Development</b></p> <ul style="list-style-type: none"> <li>• Final QA Bulletin 16-02: Triennial System/Chart Review - do not distribute</li> <li>• The Chart Review will begin <b>Monday, February 22</b>, and conclude on <b>Friday, March 04</b>. QA Division is anticipating receiving the list of selected clients and review period on <b>February 11</b> and will notify all involved providers via phone and email around <b>February 12</b>. Chart drop off will be <b>February 16</b> through <b>February 19</b>. Instructions for chart flagging and chart drop off will be provided upon notification to providers. The exit conference will be held on <b>March 4</b> and all with selected clients are invited to attend.</li> <li>• State Chart Review Updates/Discussion: Document was handed-out with instructions for DOs using IBHIS, Contractors with an EHR, and where to find additional information</li> <li>• <b>Office of the Inspector General (OIG) Audit</b> – The OIG under the U.S. Department of Health and Human Services is performing an independent review of State DHCS' compliance with federal and State requirements in claiming federal reimbursement for the provision of Medi-Cal specialty mental health services within the State. We have heard for some time now that CMS is dissatisfied with the disallowance rates that the State is finding in their triennial reviews of the county MHPs. A total of 500 claims were selected from MHPs across the State. Los Angeles County has 153 claims in the audit. The claims are primarily from outpatient providers, but there are a few from inpatient and FFS. All types of services are represented. The ultimate result of high disallowance rates, if validated by the OIG audit, may be sanctions, including extrapolation.</li> <li>• <b>DRAFT</b> Clinical Forms Bulletin 16-01: In order to incorporate the universal screening elements into the Service Request Log and comply with DMH</li> </ul> |  | Jennifer Hallman |

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|                       | <p>Policy 302.07, questions were added to the SRL covering the following areas:</p> <ol style="list-style-type: none"> <li>1. Reason for request</li> <li>2. Being aware of the request</li> <li>3. Legal guardian information (if not referring party)</li> <li>4. Mental health service information</li> <li>5. Emergent medication needs information</li> </ol> <p>In addition, the following areas were removed from the SRL for all programs except ACCESS:</p> <ol style="list-style-type: none"> <li>1. ACCESS appointment line</li> <li>2. Referring Health Plan</li> </ol> <p><b>IMPORTANT INFORMATION:</b></p> <ul style="list-style-type: none"> <li>• In order to meet State/DMH requirements contract providers who have EHRs should be aware that DMH will track date of request to date of appointment and will begin collecting Service Request Log data electronically.</li> <li>• Therapeutic Foster Care (TFC) has been added as a SMHS in a State Plan Amendment (submitted to CMS for approval)</li> <li>• FINAL 16-01 QA Bulletin: Service Verification Notification*</li> </ul> |  |                 |
| <b>HIM</b>            | <p><b>Health Information Management (HIM) Directly Operated Only</b></p> <ul style="list-style-type: none"> <li>• Countywide Master Data Management is being developed to ensure that County Departments are creating high quality data on client identity and sharing certain information. County Departments currently participating are DMH, DHS, DCFS, DPH, DPSS along with ISD and CIO.</li> </ul> <p><b>Duplicate Clients</b></p> <ul style="list-style-type: none"> <li>• It is critically important that care be taken not to create duplicate clients in the system.</li> </ul>   |  | Charles Onunkwo |
| <b>Upcoming Items</b> | <ul style="list-style-type: none"> <li>• <i>COS Manual Changes and Trainings</i></li> <li>• <i>Service Request Log Modifications for Universal Screening</i></li> <li>• <i>Organizational Providers Manual Updates: Chapter 5</i></li> <li>• <i>Procedure Codes Guide</i></li> </ul>   |  | Jen Hallman     |
| <b>Next Meeting</b>   | <p>Monday, March 14, 2016<br/>550 S. Vermont Ave; 10<sup>th</sup> Floor<br/>Los Angeles, CA 90020</p>  |  | Bradley Bryant  |